

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES



Office of the Director

Work Order Flow Chart

<u>Activity</u>
1. Work orders are generated by the Shelter Home facilities and submitted to the Community Partnership (TCP). <ul style="list-style-type: none">• Nonstructural work orders are addressed within a twenty-four (24) hour period when possible.
2. The Community Partnership (TCP) reviews the work orders to determine if they require nonstructural or structural repairs.
3. Nonstructural repairs are performed by the Community Partnership. <ul style="list-style-type: none">• The Community Partnership (TCP) performs a walk through with the Department of Human Services (DHS) prior to beginning work.
4. Structural repairs are performed by the Department of Real Estate Services (DRES). <ul style="list-style-type: none">• Structural work orders are assessed and a notice indicating timeframe of repair is posted within a twelve (12) hour period.• DRES performs a walk through with DHS prior to beginning work.• Completion of work orders is contingent upon parts availability.
5. DHS monitors work progress from beginning to completion.
6. DHS inspects final work and upon DHS' approval, work order is considered closed.
7. For emergencies, Shelter Home Facilities shall contact Mayor's Command Center, 311. The command center will contact DRES.

Nonstructural and Structural Breakdown Examples

Nonstructural

Light bulbs
Broken windows
Door locks
Clogged toilets, sinks
Leaking faucets
Replace damage floor coverings
Interior painting
Drywalling
Interior plastering
Holes in walls and ceilings
Ceiling tile replacement
Ceramic tile replacement
Moving and hauling
Replacing electrical outlets, covers
Installation of fixtures

Structural

HVAC system
Boilers
Roof repairs
Elevators
Electrical
Structural damage to buildings